

**Request for Approval under the "Generic Clearance for the Collection of
Routine Customer Feedback" (OMB Control Number: 2127-0682)**

TITLE OF INFORMATION COLLECTION:

PURPOSE:

The National Highway Traffic Safety Administration (NHTSA) has taken significant steps to streamline the grant application process that States use to apply for highway safety grants under Federal law. The steps include deployment of the Grants Management Solutions Suite (GMSS) that allows States to submit application information electronically to the agency. States used an initial version of GMSS to submit applications for fiscal year 2018 grants. Since that time, NHTSA has made additional improvements to the system continuing an overall theme of streamlining and improving the application process. Before final implementation, NHTSA seeks feedback from State users on system usability and function. The process would have State users work through an application process in GMSS and provide feedback on the experience, providing suggestions for improvement. Any information entered into the system would only be used for usability testing and would not be part of an actual grant application. State users will be provided test scripts to help guide their feedback as they use the system.

DESCRIPTION OF RESPONDENTS:

The respondents would be employees of State highway safety offices (SHSOs). SHSOs are the main users of the system and responsible for submitting application information to NHTSA to qualify for Federal grant funds. NHTSA has received significant interest from SHSOs to be part of system usability testing and SHSO employees have volunteered to use the system and provide feedback.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Barbara Savers

To assist review, please provide answers to the following question:

Personally Identifiable Information:

- 1. Is personally identifiable information (PII) collected? Yes No
- 2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
- 3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
State government	26	20 hours	520 hours
Totals	26	20 hours	520 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$140,500 based on facilitation of the usability testing with State users and the potential need to make GMSS updates based on feedback. Please note the usability testing is a one-time activity.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

- 1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

NHTSA has received significant interest in the usability testing from SHSOs and several SHSO employees have volunteered to participate. Based on this interest, NHTSA has already identified the specific State employees agreeing to participate and provide feedback.

Administration of the Instrument

- 1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
- 2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request. Attached with this request.